

City of Saint Paul
Architectural Drafter and Design Associate Job Family Competency Matrix

Effective Date: December 16, 2008

Classification Titles	Architectural Drafter Trainee	Architectural Drafter	Design Associate I	Design Associate II
	Occupation Code 015 BU: 02, Grade 026 Salary Info	Occupation Code 016 BU: 02, Grade 030 Salary Info	Occupation Code: 647A BU: 06, Grade: 008 Salary Info	Occupation Code: 648A BU: 06, Grade: 013 Salary Info
General Duty Statements	Performs entry-level technical work assisting City staff in drafting and preparing plans, designs, specifications, and estimates for facilities or construction projects. Assists in producing finished drawings from architect's drawings. Assists in producing scale drawings of floor plans, elevations, sections, structural, or ornamental and architectural details. Drafts "as built" drawings from field measurements. Maintains up-to-date files of drawings, plans, and as-builts. Performs other duties as required.	Performs intermediate-level technical work assisting City staff in drafting and preparing of plans, designs, specifications, and estimates for facilities or construction projects. Assists in establishing and monitoring project schedules and budgets. Assists in the development and administration of construction, architectural, and/or consulting service contracts. Assists City staff in the inspection of construction projects; observes and checks the work quality, compliance specifications, and compliance with building codes. Provides assistance to City staff who advise contractors experiencing technical or management problems. Performs other duties as required.	Performs entry-level professional work assisting City departments in defining facility needs and overseeing construction or service contracts. Assists in the preparation of plans, designs, specifications, bids, and estimates for client approval. Assists in establishing and monitoring project schedules and budgets. Assists in the development and administration of construction, architectural, and/or consulting service contracts. Assists in the inspection of construction projects; observes and checks the work quality, compliance specifications, and compliance with building codes. Provides assistance in advising and assisting contractors if they experience technical or management problems. May lead a project team. Performs other duties as required.	Performs intermediate-level professional work assisting City departments in defining facility needs and overseeing construction and service contracts. Prepares plans, designs, specifications, bids, and estimates for client approval. Establishes and monitors project schedules and budgets. Develops and administers construction, architectural and/or consulting service contracts. Inspects construction projects; observes and checks the work quality, compliance specifications, and compliance with building codes. Advises and assists contractors if they experience technical or management problems. May lead a project team. Performs other duties as required.
Supervision Received	Works under the close supervision of a unit supervisor.	Works under the close supervision of a unit supervisor.	Works under the technical, general, and/or administrative supervision of a unit or division manager.	Works under the technical, general, and/or administrative supervision of a unit or division manager.
Supervision Exercised	None	None	May exercise technical supervision over lower-level support, technical, or professional staff.	May exercise technical supervision over lower-level support, technical, or professional staff.

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<p style="text-align: center;">Technical Expertise, Technology Used, Risk, and Work Methods</p>	<p>Demonstrates a basic understanding of the basic principles, terms, procedures, and practices of project administration, including familiarity with cost and quantitative analysis techniques, research principles, information systems, department policies, and applicable regulations and laws.</p> <p>Demonstrates an ability to learn how to apply these techniques and principles to resolve routine and complex problems associated with the work.</p> <p>Demonstrates an ability to learn how to identify basic risks and liability implications and refer issues to supervisory personnel.</p> <p>Demonstrates an ability to learn how to identify improvements in work methods and an ability to apply said improvements to the daily work.</p> <p>Demonstrates a basic understanding of software applications applicable to the work being performed. Demonstrates an ability to learn how to use software applications, office equipment, and related tools to perform routine and difficult work assignments.</p>	<p>Demonstrates an understanding of the basic principles, terms, procedures, and practices of project administration, including familiarity with cost and quantitative analysis techniques, research principles, information systems, department policies, and applicable regulations and laws.</p> <p>Demonstrates an ability to apply these techniques and principles to resolve routine and complex problems associated with the work.</p> <p>Demonstrates an ability to identify basic risks and liability implications and refer issues to supervisory personnel.</p> <p>Demonstrates an ability to identify improvements in work methods and an ability to apply said improvements to the daily work.</p> <p>Demonstrates an understanding of software applications applicable to the work being performed. Demonstrates an ability to use software applications, office equipment, and related tools to perform routine and difficult work assignments.</p>	<p>Demonstrates an understanding of the basic principles, terms, procedures, and practices of project administration, including familiarity with cost and quantitative analysis techniques, research principles, information systems, department policies, and applicable regulations and laws.</p> <p>Demonstrates an ability to apply these techniques and principles to resolve routine and complex problems associated with the work.</p> <p>Demonstrates an ability to identify basic risks and liability implications and refer issues to supervisory personnel.</p> <p>Demonstrates an ability to identify improvements in work methods and an ability to apply said improvements to the daily work.</p> <p>Demonstrates a full understanding of software applications applicable to the work being performed. Demonstrates an ability to use software applications, office equipment, and related tools to perform routine and difficult work assignments.</p>	<p>Demonstrates an advanced understanding of the principles, terms, procedures, and practices of project administration, including familiarity with cost and quantitative analysis techniques, research principles, information systems, department policies, and applicable regulations and laws.</p> <p>Demonstrates an advanced ability to apply these techniques and principles to resolve routine and more complex problems associated with the work.</p> <p>Demonstrates an ability to identify less obvious risks and liability implications, address the risks and liabilities identified, and refer legal issues to upper-level managers.</p> <p>Demonstrates an advanced ability to identify improvements in work methods. Demonstrates an advanced ability to apply improvements to the daily work and assist others in implementing more complex improvements.</p> <p>Demonstrates an advanced understanding of software applications applicable to the work being performed. Demonstrates an ability to use software applications, office equipment, and related tools to perform routine and more difficult work assignments. Demonstrates an ability to train or assist others in using applications.</p>

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<p>Problem Solving, Prioritization, Project and Program Management, Planning and Finances</p>	<p>Demonstrates a basic understanding of the priorities, goals, and objectives of the department. Demonstrates a basic understanding of the departmental mission and vision and how to apply this understanding in daily work.</p> <p>Demonstrates an ability to learn how to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an ability to learn how to gather, analyze, and interpret information, follow instructions, and effectively resolve routine and basic challenges associated with the work.</p> <p>Demonstrates an ability to learn how to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete the assignments associated with the work assigned. Demonstrates an ability to learn how to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to learn how to plan, coordinate, monitor, and manage projects and meet deadlines. Demonstrates an ability to learn how to develop factors for measuring project success in assigned area of responsibility.</p>	<p>Demonstrates an understanding of the priorities, goals, and objectives of the department. Demonstrates an understanding of the departmental mission and vision and how to apply this understanding in daily work.</p> <p>Demonstrates an ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an ability to gather, analyze, and interpret complex information, follow complex instructions, and effectively resolve a full range of challenges associated with the work.</p> <p>Demonstrates an ability to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete the assignments associated with the work assigned. Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage projects and meet deadlines. Demonstrates an ability to assist in developing factors for measuring project success in assigned area of responsibility.</p>	<p>Demonstrates a full understanding of the priorities, goals, and objectives of the department. Demonstrates a full understanding of the departmental mission and vision and how to apply this understanding in daily work.</p> <p>Demonstrates an ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the complex.</p> <p>Demonstrates an ability to gather, analyze, and interpret complex information, follow complex instructions, and effectively resolve a full range of challenges associated with the work.</p> <p>Demonstrates an ability to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete the assignments associated with the work assigned. Demonstrates an ability to effectively and thoroughly analyze and organize detailed, complex, and confidential information.</p> <p>Demonstrates an ability to plan, coordinate, monitor, and manage projects and meet deadlines. Demonstrates an ability to develop factors for measuring project success in assigned area of responsibility.</p>	<p>Demonstrates an advanced understanding of the priorities, goals, and objectives of the department. Demonstrates an advanced understanding of the departmental mission and vision and how to apply this understanding in daily work.</p> <p>Demonstrates a full performance ability to independently initiate, plan, and coordinate multiple projects ranging from the routine to the more complex.</p> <p>Demonstrates an advanced ability to independently prioritize one's own work and the work of others. Demonstrates an advanced ability to gather, analyze, and interpret complex information, follow complex instructions, and effectively resolve a full range of complex challenges associated with the work.</p> <p>Demonstrates an advanced ability to conduct work flow analysis and identify and use appropriate materials, methods, and resources necessary to complete more complex assignments associated with the work assigned.</p> <p>Demonstrates an advanced ability to plan, coordinate, monitor, and manage staff associated with projects and programs. Demonstrates an advanced ability to coordinate multiple projects simultaneously.</p> <p>Demonstrates an advanced ability to develop factors for measuring success in an assigned area of responsibility.</p>

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<p>Communication</p>	<p>Demonstrates a basic ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates a basic verbal and written ability to work collaboratively with citizens, developers, and departmental staff. Demonstrates a basic ability to respond to routine and common complaints in verbal and written form.</p> <p>Demonstrates an ability to learn how to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to learn how to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to learn how to develop positive working relationships and an ability to learn how to influence internal and external customers. Demonstrates an ability to learn how to diffuse a hostile situation and manage conflict appropriately.</p>	<p>Demonstrates an ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens, developers, and departmental staff. Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p>	<p>Demonstrates a full performance ability to effectively listen, speak, write, and interact tactfully in a work group or with the public. Demonstrates verbal and written ability to work collaboratively with citizens, developers, and departmental staff. Demonstrates an ability to respond to a variety of complaints in verbal and written form.</p> <p>Demonstrates an ability to consistently follow complex oral and written instructions from supervisors or departmental staff.</p> <p>Demonstrates an ability to communicate with a diverse group of coworkers, supervisors, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an ability to develop positive working relationships and an ability to influence internal and external customers. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to provide clear, sufficient, and timely information. Demonstrates a written and verbal ability to appropriately respond to information requests from internal and external customers. Demonstrates an ability to produce effective and readable technical reports, documents, and correspondence.</p>	<p>Demonstrates an advanced ability to effectively listen, speak, write, and interact tactfully in both a work and public setting. Demonstrates an ability to respond to a variety of complex complaints in verbal and written form. Demonstrates an ability to consistently follow complex oral and written instructions from higher-level supervisors or management staff.</p> <p>Demonstrates an advanced ability to effectively communicate with a diverse group of employees, developers, public officials, and the public in a cooperative, non-argumentative manner, using calm and moderate tones and appropriate language.</p> <p>Demonstrates an advanced ability to develop positive working relationships and an ability to influence internal and external customers, including developers, interest groups, and the general public. Demonstrates an ability to diffuse a hostile situation and manage conflict appropriately.</p> <p>Demonstrates an ability to foster two-way communication and to listen and be open to others' views or suggestions.</p> <p>Demonstrates an advanced ability to provide clear, sufficient, and timely information. Demonstrates an advanced ability to produce timely, accurate, and effective reports and correspondence that are easily understood by the intended audience.</p>

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<p>Teamwork, Leadership, and/or Management</p>	<p>Demonstrates an ability to learn how to support the efforts of the entire team and the City by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates an ability to learn how to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, and developing a trusting work relationship with the team members.</p> <p>Demonstrates an ability to learn effective teamwork by being self-motivated, accepting and completing assignments within agreed-upon deadlines, and supporting department projects and programs.</p> <p>Demonstrates an ability to learn team leadership by understanding specific roles, the work responsibilities of others, modeling appropriate team behavior and assisting to maintain a positive and supportive work environment.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in one's daily work assignments.</p> <p>Demonstrates an ability to self manage one's time and appropriately prioritize work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p>	<p>Demonstrates an ability to support the efforts of the entire team and the City by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective teamwork by being self-motivated, accepting and completing assignments within agreed-upon deadlines, and supporting department projects and programs.</p> <p>Demonstrates team leadership by understanding specific roles, the work responsibilities of others, modeling appropriate team behavior and assisting to maintain a positive and supportive work environment.</p> <p>Demonstrates an ability to be punctual, adaptable, and accountable in one's daily work assignments.</p> <p>Demonstrates an ability to self manage one's time and appropriately prioritize work assignments.</p> <p>Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p>	<p>Demonstrates an ability to support the efforts of the entire team and the City by communicating and coordinating with internal staff and team members to effectively prioritize assigned tasks.</p> <p>Demonstrates an ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise with team members, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective teamwork by being self-motivated, accepting and completing assignments within agreed-upon deadlines, and supporting department projects and programs.</p> <p>Demonstrates team leadership by understanding specific roles, the work responsibilities of others, modeling appropriate team behavior and assisting to maintain a positive and supportive work environment.</p> <p>Demonstrates an ability to guide co-workers to achieve desired results. Demonstrates an ability to be punctual, adaptable, and accountable in one's daily work assignments.</p> <p>Demonstrates an ability to self manage one's time and appropriately prioritize work assignments. Demonstrates an ability to make decisions independently and as a part of the group decision-making process.</p>	<p>Demonstrates an advanced ability to support the efforts of the entire work team and the City by managing the efforts, behavior, and quality of the work produced personally and by the staff assigned.</p> <p>Demonstrates an advanced ability to create and maintain a positive working environment by understanding the team members' capabilities and interests, sharing expertise, and developing a trusting work relationship with the team members.</p> <p>Demonstrates effective team leadership by fostering a working environment that welcomes diversity, ensures cooperation, and promotes respect for all team members.</p> <p>Demonstrates an advanced ability to manage priorities and work performance to achieve desired results. Demonstrates an advanced ability to establish and maintain a positive working relationship with one's co-workers and manager by supporting two-way communications and producing consistent results.</p> <p>Demonstrates an advanced ability to model desired leader and team behaviors of punctuality, adaptability, and accountability for assigned work.</p> <p>Demonstrates an advanced ability to self manage one's time and appropriately prioritize work assignments. Demonstrates an advanced ability to make decisions independently and as a part of the group decision-making process.</p>

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Customer Service	Demonstrates a basic understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to learn how to apply those in day-to-day work.	Demonstrates a full understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to apply those in day-to-day work.	Demonstrates a full understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to apply those in day-to-day work.	Demonstrates an advanced understanding of the department's mission, vision, and associated customer-service standards. Demonstrates an ability to assist management in establishing customer-service standards.
	Demonstrates an ability to learn how to serve as a positive example and make suggestions for customer service standards.	Demonstrates an ability to serve as a positive example, suggest improvements to the customer service standards, and encourage co-workers to meet and exceed the standards.	Demonstrates an ability to serve as a positive example, suggest improvements to the customer service standards, and encourage co-workers to meet and exceed the standards.	Demonstrates an advanced ability to serve as a positive example, suggest and implement improvements to the customer service standards, and encourage staff to meet and exceed the standards.
	Demonstrates an ability to learn how to promptly and appropriately respond to requests for service from internal and external customers by resolving basic or routine issues as they arise.	Demonstrates an ability to promptly and appropriately respond to requests for service from internal and external customers by resolving those issues as they arise and quickly responding to routine and more complex situations.	Demonstrates an ability to promptly and appropriately respond to the most difficult requests for service from internal and external customers by resolving those issues as they arise and quickly responding to situations referred by less knowledgeable staff members.	Demonstrates an advanced ability to promptly and appropriately respond to the more difficult requests for service from internal and external customers resolving issues as they arise, and quickly responding to situations referred by less knowledgeable staff members.
	Demonstrates an ability to learn how to promote customer service excellence by recognizing and implementing effective customer service delivery strategies.	Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies.	Demonstrates an ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies.	Demonstrates an advanced ability to promote customer service excellence by recognizing and implementing effective customer service delivery strategies suggested by co-workers or management.
	Demonstrates a commitment to customer and quality service by following communicating customer service philosophies and standards established by the department.	Demonstrates a commitment to customer and quality service by following customer service philosophies and standards established by the department.	Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards and guiding and orienting others in effective customer service strategies. Demonstrates an ability to encourage others to continually improve customer service.	Demonstrates a commitment to customer and quality service by communicating customer service philosophies and standards and guiding and orienting others in effective customer service strategies. Demonstrates an ability to encourage others to continually improve customer service.

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Requirements				
Classification Title	Architectural Drafter Trainee	Architectural Drafter	Design Associate Occupation Code: 647A BU: 06, Grade: 08	Design Associate Occupation Code: 648A BU: 06, Grade: 13
Education, Certifications, and Registrations	Two years of vocational training in drafting or equivalent.	Two years of vocational training in drafting or equivalent and two years of experience in architectural drafting as an Architectural Drafter Trainee, Engineering Aide II, Valuation and Assessment Aide II, or equivalent.	OPTION 1 <ul style="list-style-type: none">Education: A Bachelor’s Degree with course work in architecture, urban planning, or a closely-related field, andExperience: Two (2) years of experience in drafting which involves design of major rehabilitation projects or complete facilities. OPTION 2 <ul style="list-style-type: none">Education: A Vocational or an Associate’s Degree in Architecture or Architectural Drafting, andExperience: Five (5) years of experience in drafting which involves design of major rehabilitation projects or complete facilities. OPTION 3 <ul style="list-style-type: none">Four (4) years as an Architectural Drafter in the City of Saint Paul. No substitution for the Vocational or Associate’s Degree except in Option 3.	OPTION 1 <ul style="list-style-type: none">Education: A Bachelor’s Degree with course work in architecture, urban planning, or a closely-related field, andExperience: Three (3) years of experience assisting in drafting, designing, and planning and administering construction projects. OPTION 2 <ul style="list-style-type: none">Education: A Vocational or an Associate’s Degree in Architecture or Architectural Drafting, andExperience: Six (6) years of experience in assisting in drafting, designing, and assisting in planning and administering construction projects. OPTION 3 <ul style="list-style-type: none">Six (6) years as an Architectural Drafter in the City of Saint Paul. No substitution for the Vocational or Associate’s Degree except in Option 3.